



## **Complaints Procedure**

If you are unhappy with the service you have received please speak with a member of the team to hopefully resolve your concerns.

Alternatively you can raise your concerns via our website in the contact us area: <http://www.fcms-nw.co.uk/>

If you would like to make a formal complaint please put this in writing and address to:

Dental Service Manager  
FCMS (NW) Ltd  
Newfield house  
Vicarage lane  
FY4 4EW

If you have any suggestions on how we could improve your experience and the service please include your comments on the patient satisfaction questionnaire.